



Casualty Assistance and Mortuary Support Overview

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Topics



- ★ Casualty Assistance
- ★ Casualty Assistance Officer (CAO) Qualifications
- ★ Transportation to Hometown
- ★ Funeral Support
- ★ Funeral Honors
- ★ Post Funeral Support
- ★ For Your Information



Casualty Assistance



★ Casualty Assistance Officer (CAO):

- ☐ Represents the Secretary of the Army
- ☐ Assigned to the Primary Next of Kin (PNOK), Secondary Next of Kin (parents only), and anyone receiving benefits
- ☐ Serves for 4-6 months, or until all short-term assistance is provided
- ☐ Must be released of all other duties while performing this mission

★ Key areas of Casualty Support provided by the CAO/CAC:

- ☐ Payment of death gratuity
- ☐ Authorization for disclosure of information to Congress and other third parties
- ☐ Posthumous citizenship
- ☐ Provide information on the return of the Soldier
- ☐ Aid in funeral planning
- ☐ Contact organizations providing benefits (Veterans Administration and Social Security Administration)
- ☐ Accompany next-of-kin (NOK) to appointments
- ☐ Aid in completing and submitting paperwork
- ☐ Aid in requesting investigation reports



CAO Qualifications



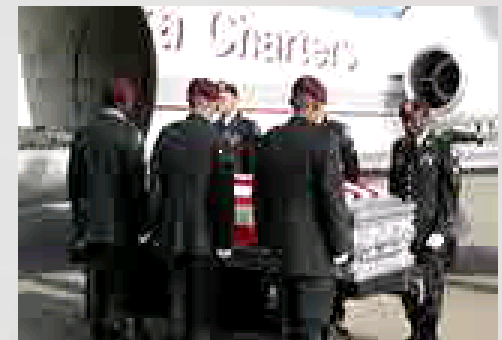
★ Casualty Assistance Officer Qualifications:

- ☐ Soldier with 6 or more years of service
- ☐ Officers in the grade of Captain or higher
- ☐ Chief Warrant Officers in the grade of Chief Warrant Officer Two or higher
- ☐ Non Commissioned Officers in the grade of Sergeant First Class or higher
- ☐ Equal or higher rank of the casualty or to the next-of-kin (Dual Military)
- ☐ Whenever possible equal to higher to the primary NOK
- ☐ Cannot be a relative or close personal friend of the Family
- ☐ Available for full time CAO duty
- ☐ Trained (4 hours of casualty notification officer and 12 hours of CAO)
- ☐ Certified by the Casualty Assistance Center

Transportation to Hometown



- ★ FY07 National Defense Authorization Act requires contracted or military air to transport remains from Dover, unless Family requests commercial air
 - ❑ Military Escort will be with the Fallen Soldier during return trip home
 - ❑ Planeside Honors at the receiving airport, consisting of a 6-Soldier Honors team
- ★ Hearse is used for ground movement of Soldiers within 150 miles
- ★ Families will have the option of military air or hearse if movement is between 150-300 miles



Funeral Support



Casualty Assistance Officer will:

- ★ Explain types of funerals, amount reimbursed by the government, and how the funeral home is paid:
 - ❑ Options include casketed or cremated remains; private or government cemetery, or Arlington National Cemetery
 - ❑ DoD interment allowances: Government reimburses between \$3,450 - \$8,800 depending on type of funeral and burial location
 - ❑ Funeral home can be paid directly, or Family can opt to receive the reimbursement and pay the funeral home themselves



Funeral Honors



- ★ The Chief of Staff of the Army (CSA) sends a General Officer (GO) to represent him and preside at all Theater death funerals

- ☐ The GO will present posthumous awards, flags, and flag cases to the Family

- ★ Funeral Honors:

- ☐ 9 Service Member Team
 - Officer in-charge/Non Commissioned Officer in-charge
 - Chaplain (if requested by the Family)
 - Firing party/casket team (6 Soldiers)
 - Bugler



- ☐ Band/Caisson available at Arlington National Cemetery

Post Funeral Assistance



★ Subsequent visits to the NOK will be used to discuss:

- ☐ Reimbursement of funeral expenses
- ☐ Benefits and entitlements
- ☐ Official reports and briefings
- ☐ Return of personal effects

★ CAO Role in the Post Funeral Assistance Process

- ☐ Scheduling appointments with applicable agencies
- ☐ Helping NOK complete forms
- ☐ Accompanying NOK to appointments
- ☐ Ensuring forms are turned in/mailed after completion
- ☐ Following up with NOK to ensure benefits have been received

For Your Information



- ★ The following actions must occur when a retiree dies:
 - ❑ Family Member and/or funeral director contact the CAC at (803) 751-4519
 - ❑ Family Member contact Defense Finance and Accounting Service at (800) 321-1080 to report the death in order to stop retirement pay
 - ❑ CAC will determine extent of assistance needed
 - ❑ CAC will assign a trained and certified CAO, if desired by the NOK
 - ❑ NOK provide a copy of the death certificate and DD Form 214 (Certificate of Release from Active Duty) to the CAC
 - ❑ CAO will assist the NOK in settling claims and payment of survivor benefits plan (if applicable), and assist in other personal affairs pertaining to entitlements